

Troubleshooting if participant can't see polls

Suggest doing this when NOT on a Zoom webinar or in a Zoom meeting.

This is exclusively for Windows only.

Please do this step-by-step.

1. Run the CleanZoom zip, to refresh your Zoom application and delete old logs, here is the link to download the CleanZoom zip:
https://support.zoom.us/hc/en-us/article_attachments/360084068792/CleanZoom.zip
This will remove your current application.
2. After running the CleanZoom zip, please go to [Zoom.us/download](https://zoom.us/download) to download the Zoom app.
3. After downloading the Zoom app, please restart your device including your internet/modem.
4. Once the device has rebooted, please sign in on the Zoom app with your Zoom account, and then retry to start a meeting or join a meeting.